

# Connect

February 2007



PPL Electric Utilities

## Focus on reliability

### Adding devices that limit the duration of outages

At PPL Electric Utilities, we're installing more switches on power lines so that we can quickly identify and isolate problems and limit the number of people affected by outages.

The switches automatically open or close to allow electricity to flow to a portion of power line. They protect power lines and divide our system into smaller sections so that fewer customers are affected by outages. In some cases, they may also enable us to quickly reroute power around trouble spots to keep the lights on for as many customers as possible when a problem occurs.

Over the past year, we've installed automated switches throughout our system to bolster reliability. We will continue to identify and install automated switches where they can improve reliability.

We work hard to prevent outages and 99.98 percent of the time our customers have power. More switches are just one of the many ways we're working to improve our service to you.



### how to get in touch

Customer service:

**1-800-342-5775**

**1-800-DIAL PPL**

Automated phone lines are open 24 hours a day, seven days a week. Customer service representatives are available Monday through Friday, 8 a.m. to 5 p.m.

Telecommunications Device for the Deaf: **1-800-231-7288 TTY**

Write to us at:

**Connect**  
827 Hausman Road  
Allentown, PA 18104-9392

Visit us on the Internet at:  
[www.pplelectric.com](http://www.pplelectric.com)



**PPL Electric Utilities:**  
"Highest in Customer Satisfaction with Residential Electric Service in the Eastern U.S., six years in a row, tied in 2006."

J.D. Power and Associates 2001-2006 Electric Utility Residential Customer Satisfaction Study™. 2006 study based on a total of 26,688 consumer responses. In the East, the 14 largest electric companies were ranked in the study. [www.jdpower.com](http://www.jdpower.com).



## Stay safe around downed power lines

Accidents, tree limbs and damaging storms sometimes knock down power lines. PPL Electric Utilities wants you and your family to stay safe in situations like these. Included below are important Dos and Don'ts that can save lives:

### DOS

- Assume all power lines and cables are energized.
- Keep people and pets away from the area. Tree limbs, the ground and other objects, large and small, can carry a current that can result in serious or fatal injuries.
- Call PPL Electric Utilities immediately at 1-800-342-5775. When prompted, Press 1 for "electrical emergency."

### DON'TS

- Don't touch anything, including a vehicle or equipment, that is in contact with, or near, a power line.
- Don't attempt to rescue an injured person or pet near a power line.
- Don't assume any wire is insulated, even if it appears to have a covering.

## Digging deep and giving back

### Employees support United Way

At PPL, our employees believe in making a difference in the communities they call home. They are coaches, school board members, volunteer firefighters, and Scout and church leaders who care about their neighbors and who feel strongly about contributing in ways that encourage, comfort and inspire.

One way we pitch in is by supporting local United Way organizations throughout the communities we serve. PPL employees, in fact, have pledged to contribute more than \$1.85 million to the United Way in 2007 alone. Those contributions follow nearly \$5 million in employee donations over the past three years.

As PPL has grown over the past eight decades, we've remained close to the communities we serve. We know how important the United Way is to so many individuals and families and to local agencies that support those in need. We're proud to support their efforts.



## Energy-saving tips

Next to heating and cooling systems, water heaters are one of the biggest energy users in your home. You can save energy, however, by taking some simple steps.

- Lower your water heater temperature setting from 140 degrees Fahrenheit to 120 degrees. For your safety, please turn off power to your water heater while adjusting the temperature.
- Make sure your water heater is sized properly for your family. Families of one to four people typically require water heaters with 30- to 50-gallon capacities. That requirement can climb to 50 to 80 gallons for families of four to seven. When in doubt, consult with a plumber.
- Repair leaky faucets.
- Take showers rather than baths, if possible. Showers, on average, use about half as much water as baths.



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